

# NARBO Benchmarking Launch Workshop

Presentation by

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ADB

# Overview

- Introduction
- Design assumptions
- Implementation of NARBOBS
- Where we are now
- Demonstration of NARBOBS
- What the Pilot should achieve

# Introduction

- Objective to introduce NARBOBS
- Illustrate how earlier outputs captured in design
- Provide initial hands-on use of system
- Agree next steps

# What is NARBOBS?

**NARBOBS**

is the

**NARBO Benchmarking System**

# NARBOBS comprises

- On-line database
- Web Interface
- User Guidelines
- User Community

# NARBOBS Design assumptions

- Developed from Jatilihur & Malang discussions
- Will become integral part of RBO management system
- Performance improvement is achieved by setting objectives and implementing change initiatives

# *Characteristics of a good performance measurement system*

**It provides performance from a multi- and interrelated perspective**

**It is linked to the organization's values and strategy**

**It is based on the critical success factors or performance drivers**

# ***Characteristics of a good performance measurement system***

**It is valid, reliable and easy to use**

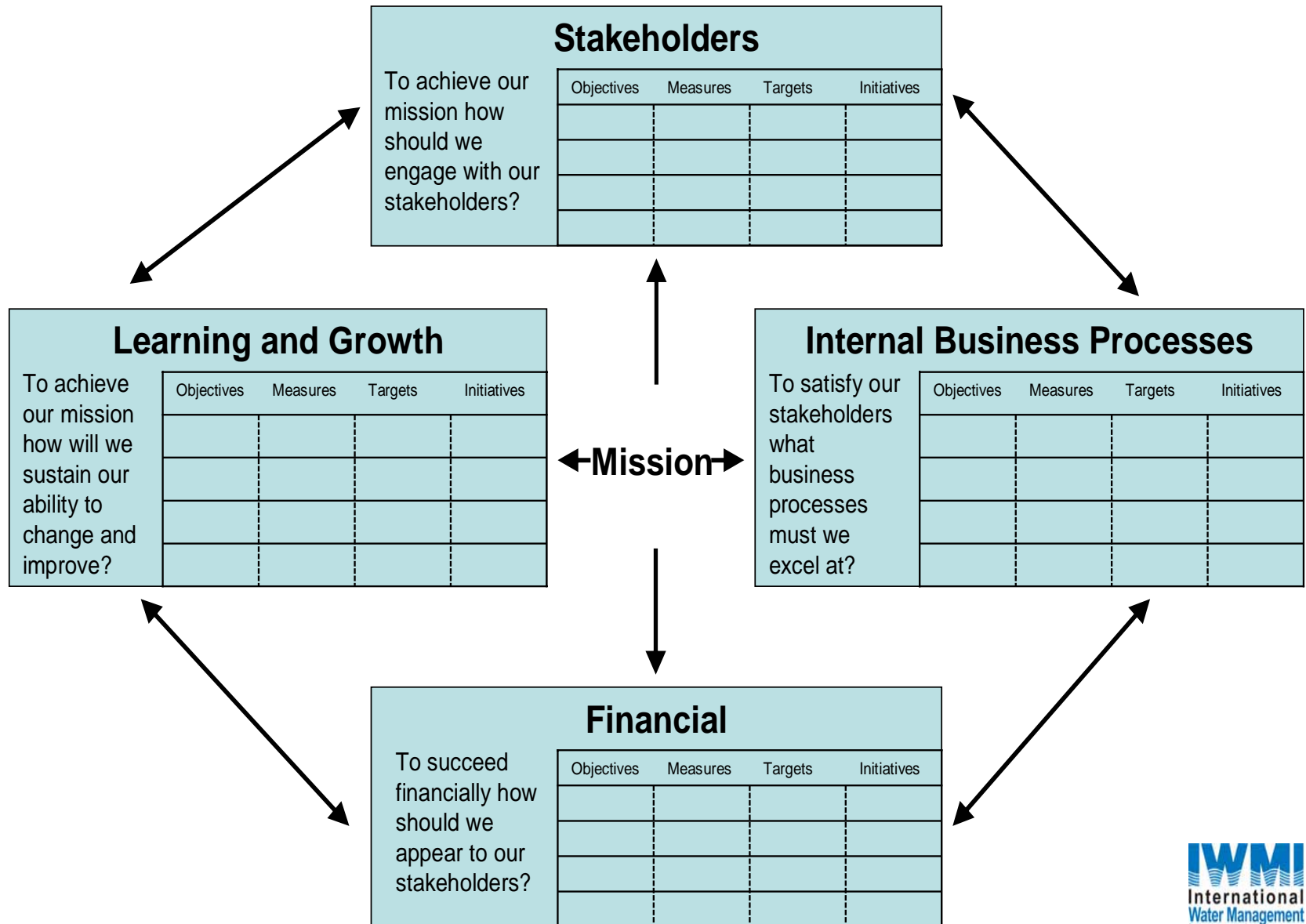
**It enables comparisons to be made and progress to be monitored**

**It highlights improvement opportunities and suggests improvement strategies**



# River Basin Organizations

## Jatiluhur Balanced Score Card



# Summary of Jatilihur Indicators

## Stakeholders

- 2 way communication
- Complaints indicator
- Customer Satisfaction Survey

## Internal Processes

- Business plans
- Water allocation plans
- Stakeholder involvement
- Alignment of routine operations

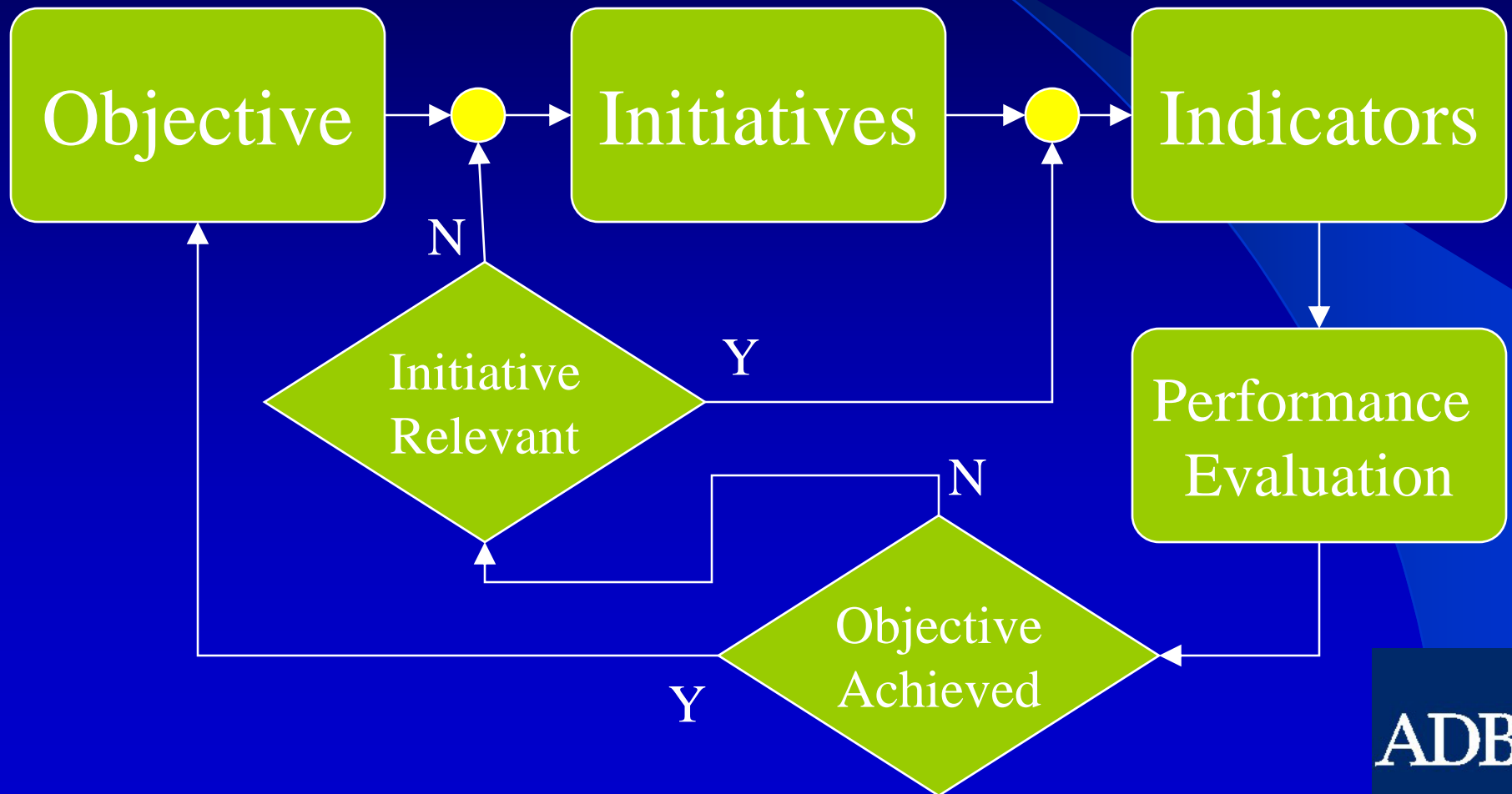
## Learning and Growth

- HRD & training
- Adoption of new technology
- R&D investment
- QMS - Benchmarking

## Financial

- Degree of cost recovery
- Budget sources
- Staff efficiency

# Implementation





# NARBO Benchmarking River Basin Organizations

Financial Procedures Objectives		
Objectives	Indicators	Initiatives
FinancialIndependence CostRecovery	BudgetLevel O&MCostRecovery RevenueSource	Bill follow-up Improved Maintenance
<a href="#">Add</a> <a href="#">Edit</a> <a href="#">Delete</a>	<a href="#">Add</a> <a href="#">Edit</a> <a href="#">Delete</a>	<a href="#">Add</a> <a href="#">Edit</a> <a href="#">Delete</a>
	<input checked="" type="checkbox"/> Check this box for annual data	Select Objective, Indicator and Initiative
	<a href="#">Edit Performance Data</a>	<a href="#">Click to Create Matrix</a>
<a href="#">Return to Score Card</a>		

# Where are we?

Interface and Database developed

Need to test with real RBOs – The  
Pilot Test

Revise in time for next AGM

# Demonstration

# Hands on with NARBOBS

Open the Browser and enter:

<http://203.209.62.250/rbo/main.htm>

# What should Pilot Achieve?

- Confirm BSC is satisfactory structure for RBO performance
- Revise and improve interface and database
- Revise and improve indicators
- Develop reporting formats
- Test Peer-review



# For More Information

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